



STATEWIDE MAYDAY POLICY	Delaware State Fire Chiefs Association	#2017-001(4)
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POLICY

MAYDAY – Is the universal emergency callout when a Firefighter or Any 1st Responder (s) is in need of immediate HELP This will take immediate action by the Incident Commander, Emergency Dispatch Center or the crews operating on such incidents.

PURPOSE

To establish a current and consistent procedure / policy to ensure immediate action from a Firefighter or 1st Responder(s) who calls for MAYDAY assistance and the Incident Commander This will also allow all jurisdictions who have Emergency Dispatch capabilities within The State of Delaware to operate under one procedure / policy

"MAYDAY" is a universal distress call, usually repeated 3 times in a row (**MAYDAY, MAYDAY, MAYDAY**) so that there is no doubt as to the severity of the situation. In emergency and stressful situations, other terms may be used by the Fire Service that may mean the same as **MAYDAY**

Examples of terms or phrases that may be used the same as MAYDAY are listed below. This list is not all inclusive:

- "We are (or) I am trapped"
- " I can't get out"
- "We are (or) I am lost"
- " We are (or) I am running out of air"
- "We need (or) I need Help"
- "Firefighter Down"
- "Emergency"
- "10-100"
- "10-40"
- "HELP"

If the Emergency Dispatch Center hears a MAYDAY, hears any of the above listed phrases, or hears a very similar plea for assistance, the Emergency Dispatch Center shall immediately implement the MAYDAY Policy.

If the Dispatcher(s) unclear as to the intent of an anxious radio transmission, or if the Dispatcher(s) thinks that a Firefighter or any other 1st Responder(s) is in distress, the Dispatcher(s) will have all units on the Fire Ground Channel cease transmitting and stand by. The Dispatcher(s) will ask the Firefighter(s): "Are you declaring an Emergency?" If the answer is to the affirmative, the MAYDAY Policy will be immediately implemented.

CONDITIONS THAT WARRANT

- A crew member has fallen through the roof or floor
- A crew member has been caught in a catastrophic event, such as a flashover, explosion, backdraft or collapse.
- A crew member has become entangled, trapped, pinned, stuck or separated from their crew in an IDLH atmosphere.
- A crew member who may be disoriented, missing, lost, or off a hose or tag line in a large / open area with limited visibility
- A crew member's primary exit is blocked by fire or structural collapse and an alternate exit is not immediately available.
- A crew member's low air alert activates and an immediate exit is not available; or
- Any other situation when the life safety of a crew member may be at immediate risk.

OTHER EMERGENCY TRAFFIC or PRIORITY/ URGENT MESSAGES

A Priority message is transmitted if:

- a crew member suffers an injury that requires medical attention but is not life-threatening,
- the firefighting strategy will switch from interior to exterior attack,
- a structural condition is discovered that could endanger working firefighters,
- fire is entering an exposure,
- a loss of water occurs that will endanger members, or
- Command needs to gain control of the radio channel.

A Mayday transmission is used only in situations that are life threatening to responders. The Priority message is used for other types of fire ground emergencies.

PERSONNEL THAT MIGHT CALL FOR MAYDAYS

- Interior Firefighters
- Exterior Firefighters
- Command and Division Officers
- Pump and Aerial Operators
- Emergency Medical Personnel
- Fire Police Units

IMPLEMENTATION

The Emergency Dispatch Center will notify all working companies on the Incident with the following procedure after prompting the Incident Commander. The Incident Commander and Emergency Dispatch Center will work in unison to complete task.

A MAYDAY IS DECLARED: Warble Tone (Motorola Alert 2) (5 seconds)
Dispatch Center will announce "All units, A MAYDAY has been declared, radio restrictions unless there is an emergency. Incident commander did you copy for MAYDAY?" Note: This will be done on the dispatch channel and the appropriate fire ground channel(s) involved in the incident.

The ability to proceed with the MAYDAY Checklist is to be performed at the Incident Commander Level (or) in dire situations to be completed by the Emergency Dispatch Center. The Incident Commander's Checklist is located as (Annex Attachment 1). The Emergency Dispatch Center Checklist is located as (Annex Attachment 2). The following approved acronyms are universally accepted:

WWW – Will be transmitted by the person requesting help.

W- Who is transmitting MAYDAY?

W- Where are you located?

W- What do you need / What is the Problem?

EXAMPLE: MAYDAY, MAYDAY, MAYDAY, Engine 1 Officer, Division 2 rear bedroom, Low on air and lost.....

The Emergency Communication Center will acknowledge, notify Incident Command, and Transmit Emergency Broadcast.

EXAMPLE: SUSSEX to Command 87, we are receiving an MAYDAY from ENGINE 87-2 Firefighter Jones, Basement, fell through floor, Do you Copy?

LUNAR- Will be coordinated by Incident Commander,

L- Location of MAYDAY

U- Unit number or Radio Sign ID

N- Name (ex. FF Dave Smith)

A- Air Supply Remaining

R- Resources Required (Tools / Supplies need to extricate)

DISPATCHER NOTE*** If Dispatcher(s) does not get acknowledgement from an Incident Commander, The Dispatcher(s) will continue with Emergency Procedures (LUNAR) until appropriate command actions are taken or the MAYDAY is cleared.

EXAMPLE: Kent Center to Command 42, we are receiving a MAYDAY from Firefighter Carter off Engine 42-2, Lost on Division 2, Do you Copy?

EMERGENCY ALERT BUTTON ACTIVATIONS

An emergency alert received from an 800 MHz portable radio at an emergency scene will be treated as a potential MAYDAY call. The Emergency Dispatch Center will attempt to confirm an "under control" from the unit. If an "under control" cannot be verified after two (2) attempts, the Incident Commander will be contacted. The Incident Commander will be told of the inability to qualify an "under control", and asked if he / she wants the MAYDAY policy implemented

ADDITIONAL RESOURCES

The need to dispatch additional resources will be handled by the dispatch center at the time a MAYDAY is transmitted. This will follow your jurisdictions procedures.

Each County/ Jurisdiction will follow their upgrade response assignment policy. Prompt to the Incident Commander will be made.

When upgrade response assignment is dispatched, the units will be directed to another fire ground channel and will be directed to a determined staging area. The Incident Commander will be notified upon arrival.

ACCOUNTABILITY

An accountability check will be required for all Fire Ground operating units. When the need to account for our personnel is needed to ensure number of lost, trapped, or injured firefighters, **Level III Accountability** should be placed into effect. We will need to account for the NAME (s) of the MAYDAY person(s) prior to giving an ALL CLEAR on MAYDAY incident.

Level 1 - Accountability Tag to ring on apparatus

Level 2 - Accountability Tag to Command Post or designated area.

Level 3- 2nd Accountability Tag to gain entry into restricted areas, divisions, or hazard areas. Collected by that officer assigned to that task.

EMERGENCY COMMUNICATION CENTERS

The Emergency Communication Center is the vital link to control that immediate action needed to successfully receive, transmit, and make decisions to effectively mitigate the MAYDAY. The ever present responsibility of maintaining communication skills is the overall primary task for success.

INCIDENT COMMANDERS

The Incident Commanders must be able to effectively communicate with the Person(s) transmitting the MAYDAY, the Emergency Communication Center, and the Rescue Teams to ensure effective procedure goals are being accomplished. The Incident Commander must be able to continue Firefighting operations and Firefighter rescue at continuous rate until one of the tasks are cleared or under control.

RAPID INTERVENTION TEAMS/ CREWS

Rapid Intervention Teams / Crews also known as RIT, FAST, or RIC; are designed to provide immediate rescue to a Firefighter or Crew declaring a MAYDAY transmission under control of the Incident Commander standing by a strategic position on the Fire Ground. There may be a time where this is not possible, due to response, staffing, or not dispatched. The Incident Commander and Emergency Communication Centers must maintain this frame of mind. (Reference OSHA 2 in 2 out)

EMERGENCY MEDICAL SERVICES

Advanced Life Support and Basic Life Support Personnel must be in place and prepared to act immediately and effectively. The need for multiple units must be acted upon accordingly. All EMS providers must be in proper personal protection and with heat protective hand wear. Latex medical gloves will melt and cause burns to the provider once the MAYDAY person(s) are removed from the incident.

CRITICAL INCIDENT STRESS DEBRIEFING

CISD is an important factor for the Incident Commander to consider. The need to have the CISD Teams County Coordinators contacted as soon as possible will increase the effectiveness of the after action effects on the Firefighters. The Communication Center can assist by prompting the Incident Commanders to proceed with this request.

SYNOPSIS

The situation inside a fire building and on an emergency scene can change rapidly, putting firefighting forces in peril with little or no warning. SCBA will muffle radio transmissions. Anxiety levels and firefighter respirations will increase as interior conditions deteriorate. The background sounds of hose streams, irons, PASS Devices and the like will make it difficult to understand stressed radio transmissions. Dispatcher(s) need to remain ever vigilant to fire ground radio traffic. Calls for help may be limited to one or two words. The Incident Commander and the Dispatcher(s) attention to detail, even when the fire initially seemed "routine", may save a life.

DELAWARE MAYDAY TACTICAL WORKSHEET

Initial Actions & Considerations

- ☐ CONFIRM MAYDAY (WHO /WHAT / WHERE)
- ☐ CONFIRM DISPATCH RESPONSIBILITIES
- ☐ FIRE GROUND ANNOUNCEMENT >>>>>>
- ☐ ACKNOWLEDGEMENT OF ANNOUNCEMENT
- ☐ NAME OF MAYDAY FIREFIGHTER (s)
- ☐ UNIT OF MAYDAY FIREFIGHTER (s)
- ☐ LOCATION OF MAYDAY FIREFIGHTER (s)
- ☐ AIR STATUS OF MAYDAY FIREFIGHTER (s)
- ☐ RESOURCES NEEDED OF MAYDAY FIREFIGHTER (s)
- ☐ RIT DEPLOYED
- ☐ ACCOUNTABILITY CHECK
- ☐ MAINTAIN FIRE ATTACK
- ☐ ASSIGN RIT GROUP OFFICER at CP
- ☐ UPGRADE ALARM ASSIGNMENT & STAGE
- ☐ DEVELOP ALTERNATIVE STRATEGIES

Fire Ground Channel

MAYDAY OPS CHANNEL

IC

RESCUE

A MAYDAY IS DECLARED: Warble Tone (5 seconds) Dispatch Center will announce "All units, A MAYDAY has been declared, radio restrictions unless there is an emergency. Incident commander did you copy MAYDAY?" Note: This will be done on the dispatch channel and the appropriate fire ground channel(s) involved in the incident.

LAST NAME	COMPANY	LOCATION	PROBLEMS / NEEDS

NOTES:

MAYDAY TIME

FIREFIGHTER LOCATED TIME

MAYDAY CLEARED TIME

EMERGENCY COMMUNICATION CENTER Check List

Primary Channel Dispatcher

- **Confirm and Answer the MAYDAY**

Simul-select the dispatch Channel and the appropriate fire ground channel(s) involved in the incident. Activate CALL TONE, then ACTIVATE ALERT TONE for 5 seconds and repeat the following:

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Confirm that COMMAND copied MAYDAY

If NO Command Acknowledgment, Dispatcher must complete until command receives message or MAYDAY is cleared.

Attempt to contact Unit(s) or Person(s) declaring MAYDAY and complete **L-U-N-A-R**

L – LOCATION: _____

U- UNIT NUMBER (or) CALL SIGN: _____

N- NAME: _____

A- AIR SUPPLY STATUS: _____

R- RESOURCES NEEDED: _____

***Contact Incident Command and CONFIRM that he/she copied LUNAR Information.**

***Contact Incident Command and determine if units not involved in MAYDAY should be moved to alternate Fire Ground Operating Channel?**

EMERGENCY COMMUNICATION CENTER Check List

Secondary Dispatcher

☐ **MAYDAY has been declared**

☐ **Dispatch Level of Response required**

☐ **FIRE GROUND EMERGENCY**

- ☐ UPGRADE / ADDITIONAL ALARM AS PER PROCEDURE
- ☐ PROMPT IC for TECH RESCUE RESPONSE
- ☐ **Re Alert** HOME COMPANY DURING DISPATCH
- ☐ UPGRADE / ADDITIONAL UNITS to ALTERNATE FIRE GROUND CHANNEL, ASSIGN STAGING AREA LOCATION. **NOTIFY IC OF ARRIVAL / LOCATION**

☐ **WATER RESCUE**

- ☐ UPGRADE / ADDITIONAL ALARM AS PER PROCEDURE
- ☐ NOTIFY COAST GUARD / DNREC
- ☐ ALERT DIVE / SURFACE WATER RESCUE TEAMS
- ☐ **Re Alert** HOME COMPANY DURING DISPATCH
- ☐ UPGRADE / ADDITIONAL UNITS to ALTERNATE FIRE GROUND CHANNEL, ASSIGN STAGING AREA LOCATION. **NOTIFY IC OF ARRIVAL / LOCATION**

■ TECHNICAL RESCUE

- ☐ UPGRADE / ADDITIONAL ALARM AS PER PROCEDURE (ADDITIONAL TECH RESCUE TEAMS)
- ☐ **Re Alert** HOME COMPANY DURING DISPATCH
- ☐ UPGRADE / ADDITIONAL UNITS to ALTERNATE FIRE GROUND CHANNEL, ASSIGN STAGING AREA LOCATION. **NOTIFY IC OF ARRIVAL / LOCATION**

■ EMERGENCY MEDICAL

- ☐ NOTIFY POLICE FOR "HELP EMS"
- ☐ ADDITIONAL ALS / BLS
- ☐ ALERT HOME COMPANY FOR ENGINE /MANPOWER
- ☐ PROMPT FOR AVIATION

■ FIRE POLICE EMERGENCY

- ☐ NOTIFY POLICE FOR "FIRE POLICE EMERGENCY"
- ☐ SEND ADDITIONAL RESOURCES (EMS, FIRE, etc.)
- ☐ ALERT HOME COMPANY CHIEF OFFICERS (possibility of no fire units on scene)

■ Confirm with Incident Commander/ Chief Officer Notification policy has been initiated for both the home company and unit(s) involved company

■ Become Fire ground Dispatcher on alternate channel if the Incident Commander switches MAYDAY to alternate channel